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Gates & Cooper us Howard Highs Center 1050 Lov Angeles, California 100015 EAX TRANSMISSION TO USPTO TO Communicationer for Parents Artic Reaming Telesce Haits Parent Examiner Telesce Haits OUR REF: SV1920010047U51 Parent Examining Coupe Frequents Center Alternating Coupe Frequents Center Alternation Out A 2211-1450 That pages, including cover lener Fro FAX NUMBER: 703-872-9306 If you do MOT measure all of the pages, please relephone us at (310) 641-8797, or face us at (310) 641-8796. Tide of Discussion Ambition Application Michael C. Moressoo Sensi No: 00/928.611 Filed: August 13, 2601 Group Art Unit 21/3 Group Art Unit 21/4 Amer. Jason's Feldman Keg. Not. 39/187 1 hereby recuty that this paper is bung unammitted by factimite to the U.S. Pames and Tordemark Office on the chee diagon's below. Although	97-05-2294 03:33PH FPOH-Gate	t & Cooper LEP	+131084187 9 4	, T-BIZ P DOI	F=042
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If you do NOT imparte all of the pages, please relephone us at (310) 641-6797, or fax us at (310) 641-6798. Tide of Document AMENDMENT UNDER 37 C.E.R. 1.111 (36 PAGES) Transmitted: Applicate Michael C. Moresson Senal No.: 00.7928.6111 Filed: August 13. 2(d) Group Art Unic 2173 Con Ref. No. SY152(010047US) Please charge all fees to Deposit Account No. 09-0460 of 18M Corporation, the accients of the present application. By: No.: 39,187 I hereby county that this pages is being transmitted by facsimile to the U.S. Pagest and Tordemark Office on the chare shown below. The filed of Deare	Ann: Exami Pauni Exacti Facjunilo Çen	ner Tadrese Haitu ning Coups tot	OUR REF.;	SVL920010047US1	
If you do NOT importe all of the pages, please relephone us at (310) 641-8795. Tide of Discusse of AMENDMENT UNDER 37 C.F.R. 1.111 (16 PAGES) Transmitted: Applicant Not: 00.9928.611 Filed: August 13, 2(0) Group Art Unit 21.75 Cas Ref. No. SVI-92(0)0047US1 Please that ye all fees to Deposit Account No. 09-0460 of 18M Corporation, the accignou of the present application. By: Amer. Jason 5. Feldman Reg. No. 39,187 1 hereby county that this paper is being transmitted by facsimile to the U.S. Parent and Tordemark Office on the chief driven below. By: Affect of the chief driven below. By: Amer. Jason 5. Feldman Reg. No. 139,187 Dury Dury	Taral pages, includio	cover lener 16			
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Title of Document	AMENDMENT UNDER 37 C.F.R. L111 (16 PAGES)
Applicant:	Michael C. Morrisco
Serial No.:	09/928,601
Filed:	August 13, 2001
Group Art Unic	2173
Our Ref No.	537 92001 004 W IS

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Name: Jason S. Foldmar Reg. No.: 39,187

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Applicant:	Michael C. Morzison			
Serial No.:	09/928,601			
Filed:	August 13, 2001			
Group Art Unit	2173			
Our Ref. No.:	SVL920010047US1			

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Name: Jason S. Feldmar

Reg. No.: 39,187

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ignature

G&C 30571.263-US-01

JSF/mrj

Due Date: July 7, 2004

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Michael C. Morrison

Examiner:

Tadesse Hailu

Serial No.:

09/928,601

Group Art Unit:

2173

Filed:

August 13, 2001

Docket

SVL920010047US1

Title:

METHOD AND APPARATUS FOR TRACKING USAGE OF ONLINE HELP SYSTEMS

CERTIFICATE OF MAILING OR TRANSMISSION UNDER 37 CFR 1.8

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Amendment Under 37 C.F.R. §1.111 (13 pages).

CY.AIMS PRESENT

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Total Claims		10.				
39	39	0	х	\$18.00	=	\$0.00
Independent Claims						
3	3	0	х	\$86.00	-	\$0.00
MULTIPLE DEPENDENT CL	AIM FEE					\$0.00
TOTAL FILING FEE						\$0.00

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GATES & COOPER LLP

Howard Hughes Center 6701 Center Drive West, Suite 1050 Los Angeles, CA 90045

(310) 641-8797

Name: Jason S. Feldmar

Reg. No.: 39,187

JSF/mri

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Claims Remaining:	Highest Number Previously Paid For:	Number Extra		Rate		Fee
Total Claims						
39	39	0	x.	\$18.00		\$0.00
Independent Claims						
3	3	0	x	\$86.00	=	\$0.00
MULTIPLE DEPENDENT CL	AIM FEE					\$0.00
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Name: Jason S. Feldmar

AMENDMENT UNDER 37 C.F.R. §1.111

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated April 7, 2004, please amend the above-identified application as follows.